

**Walk, Roger A.**

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**From:** Robert\_Conley@aporter.com  
**Sent:** Monday, July 29, 2002 8:51 PM  
**To:** Roger.A.Walk@pmusa.com; Mingda.Zhang@pmusa.com  
**Cc:** Kevin.Osborne@us.pm.com  
**Subject:** Draft best practices for consumer claims



DC\_767668\_1.DOC

are attached for review.

(See attached file: DC\_767668\_1.DOC)

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